

EXHIBIT "C"

From: Valee Bartels
To: Mandalia, Baiju; Mansey, Pradeep P.
Date: 9/16/03 9:03AM
Subject: IBM Docket No. BOC9-2003-0047; Our Docket No. 6169-418

Re: Draft Patent Application for AUTONOMOUS SYSTEMS AND NETWORK MANAGEMENT USING SPEECH

IBM Docket No. BOC9-2003-0047; Our Docket No. 6169-418

Dear Inventors:

Attached please find a draft of a patent application and associated drawings for your review in the above-identified matter. Please review the application carefully to ensure that the description of the invention accurately recites all of the invention's characteristics in the broadest possible manner, while also explaining, in detail, the preferred embodiment of the invention. The drawings should also be reviewed to confirm that they accurately depict the various details of the invention as you and your co-inventors understand them.

Importantly, please ensure that each inventor named on the cover sheet of the patent application has contributed to the conception of your invention as described in at least one of these claims. If for some reason we have neglected to list an inventor who has contributed to the conception of subject matter described in a claim, please so advise us immediately.

Once you have reviewed it, please forward your comments and/or any suggestions you may have.

Very truly yours,

AKERMAN SENTERFITT

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Sent on Mr. Cuenot's behalf to
avoid delay

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